MAKE WORK FLOW

THE POST - TRADE ISSUE RESOLUTION NETWORK

SYMPHONY INTEGRATION

The Taskize partnership with Symphony has yielded an integration that lets Symphony users easily participate in Taskize workflows. This integration is available now and enables Symphony users to be invited into Taskize BubblesTM to help resolve post-trade issues.

For issues that need assistance from the front-office, operations staff using Taskize can now seamlessly notify traders who are using Symphony that their input is required, giving the best of both solutions.

Operations benefit from Taskize workflow, routing, and metrics around issue management and resolution whilst traders don't have to leave their Symphony workspace to learn about Taskize BubblesTM they need to be involved in.



BENEFITS

- Easily invite Symphony users into a Taskize Bubble™, the right tools for the job
- See the issue summary in Symphony then open it in Taskize with 1-click; attend to what is relevant to you
- Flexible mapping from Taskize work allocation into Symphony rooms, matching your preferred ways of working
- Both platforms support Single Sign On, a smooth user experience
- Security is maintained across both platforms; satisfy compliance
- The integration is free of charge for Taskize users.

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EXAMPLE USE CASE

Portfolio reconciliation exception

To resolve a portfolio reconciliation mismatch, the back-office requests the middle-office to confirm a price with a trader who is using Symphony.

- Most issues in operations do not involve the front-office, but for those that do, getting a trader to help can be a challenge.
- The back-office and middle-office can manage the issue in Taskize and query front-office Symphony users who do not otherwise need to be involved in operations.
- Traders can see when they are required via a Symphony room and with 1-click open the issue in Taskize, answer the question, and get straight back to business.
- Everyone gets the right tool for the job, and interruptions are minimized.